

## Customer Satisfaction Survey - Lobby

**Dear Parent,**

**We are conducting a survey to learn about your overall experience with our Juvenile Court. Please take a moment to answer the following questions; your feedback will help us improve our system.**

1. I understood why I needed to come to court today

☐ Yes

☐ No

2. I received adequate notice to be here

☐ Yes

☐ No

3. In the courtroom, I understood what was happening

☐ Yes

☐ No

4. After court I received information so I know what will happen next

☐ Yes

☐ No

5. I think the court process was fair

☐ Yes

☐ No

6. The court hearing started on time

☐ Yes

☐ No

If no; how long did you wait for the hearing?

7. The hearing took the length of time I expected

☐ Yes

☐ No

If no; how long did you wait for the hearing?

8. The Jan Evans Center met my expectations for convenience and comfort

☐ Yes

☐ No

9. The security staff were polite

☐ Yes

☐ No

10. Employees of Jan Evans were courteous

☐ Yes

☐ No

11. Additional Comments: